Alcatel **OmniPCX** *Office*

Alcatel 4018/4019

Infiniti

Making Communication Easy.

1800 850 214

VoIP

Sydney - Melbourne - Brisbane - Adelaide - Perth

User manual

Introduction

Thank you for choosing a telephone from the 4018/4019 range manufactured by **Alcatel**.
Your terminal has a new ergonomic layout for more effective communication.

How to use this guide

Lift the receiver.

Hang up.

Numeric keypad.

Means that the function is subject to programming. If necessary, contact your installer.

Adjustment “reduce”.

Adjustment “increase”.

Loudspeaker,
hands free.

Move the navigation key up or down.

To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages and to return to the telephone screens.

Line key.

Specific key on numeric keypad.

Partial view of display.

Fixed key.

MENU key.

Voice mail access key.

These symbols can be supplemented by small icons or text.

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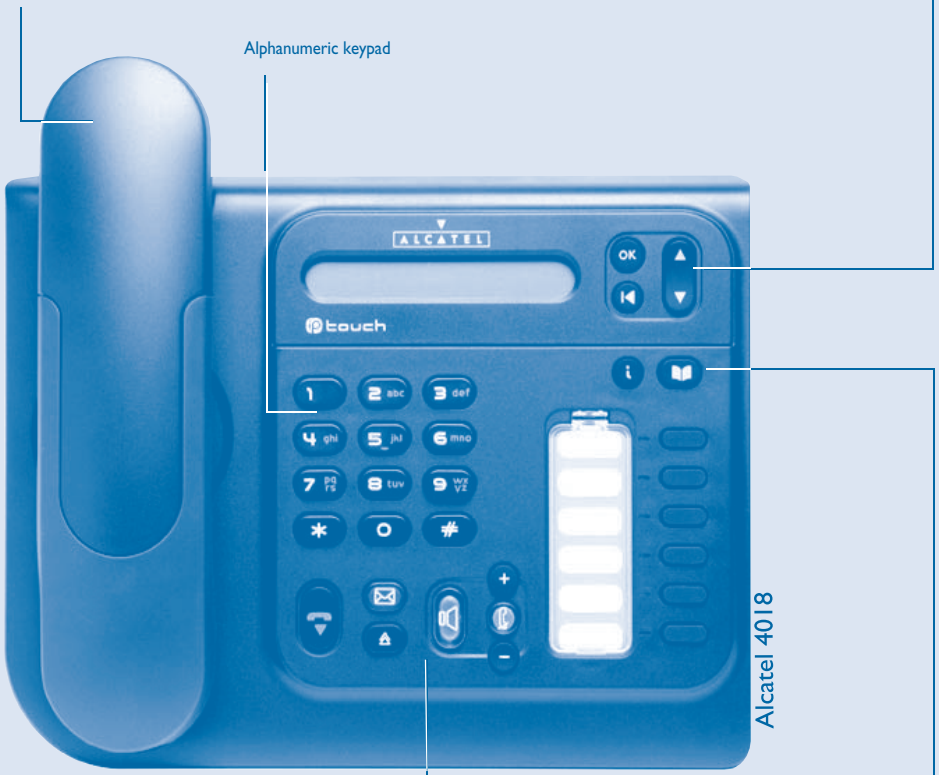
Getting to know your telephone

Handset



Audio keys

Hang-up key: to terminate a call.

Hands-free/Loudspeaker Key: to make or answer a call without lifting the receiver (Alcatel 4018).
- Lit in hands-free mode or headset mode (short press).
- Flashing in loudspeaker mode(long press).

Intercom/Mute key:
- During a conversation: press this key so that your correspondent can no longer hear you.
- Terminal idle: press this key to answer calls automatically without picking up the receiver.

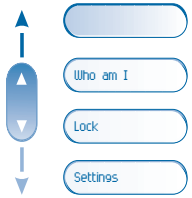
To adjust the loudspeaker or handset volume up or down

Function keys

Messaging key to access various mail services:
if the key flashes, a new voice message or a new text message has been received.

'Redial' key :
- To access the 'Redial' function (short press)
- Call back on the last 10 number dialled (long press).

Navigation



Up-down navigator: used to navigate around the home page, through the menus or in a text zone when entering characters.
The home page consists of:
- Information on the status of the set (set locked, call forward, etc.),
- Date and time,
- Set programming and configuration functions.

Functions accessible (set in idle position):

Who am I	Identify the terminal you are on,
Rediallist	Call back on the last 10 number dialled,
Lock	Lock / unlock your telephone,
Appointment	Programming an appointment reminder,
Forward	Divert your calls to another number. (immediate forwarding, forward to voice mail, forward to bleeper),
Settings	Configure the set (personal assistant, display, ring tone, voice mail, etc.),
Dial by name	Using call by name.

Features accessible in conversation:

Hold	Placing a call on hold (hold),
MFcode	Sending DTMF signals,
Savetorep	Store the number in the personal phone book,
Dial by name	Call a second correspondent using call by name.

Other features can be accessed depending on the configuration of the system.

OK key: used to validate your choices and options while programming or configuring.

Back/Exit key: to return to previous menu (short press) or return to first screen (long press). You can also use this key to correct a character you entered.

Function keys and programmable keys

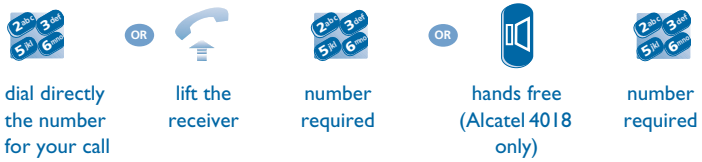
Guide key: use to obtain information on the pre-programmed keys or to access the set programming or configuration.

Phone book key: phone book key to access your personal phone book (short press) or to make a call by name (long press or press twice).

Pre-programmed function keys and programmable key:
Lit when the function associated with the key is activated.
The 6-key block consists of:
- two line keys,
- one 'immediate forwarding or cancel call-forward' key,
- one 'conference' key,
- one 'transfer' key,
- one direct call key to programme.

1 Using your telephone

1.1 Making a call



dial directly the number for your call | lift the receiver | number required | hands free (Alcatel 4018 only) | number required

programmed line key | during a conversation

To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.

For the operator, dial '0' (by default).

1.2 Receiving a call

lift the receiver | hands free (Alcatel 4018 only) | press the key for the line that is lit up

1.3 Using the telephone in 'Hands free' mode (Alcatel 4018 only)

- Terminal idle:

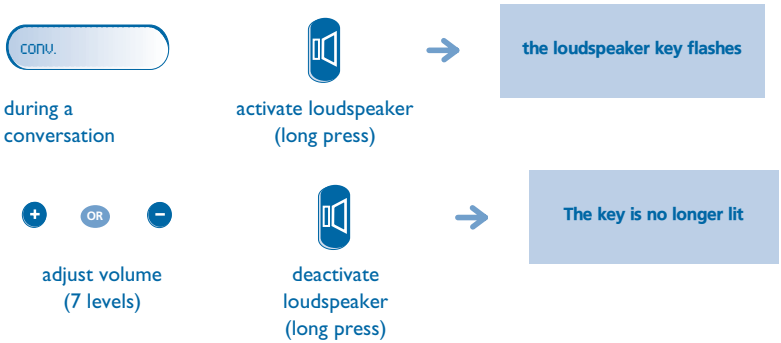
press and release

- Call in progress:

during a conversation | press and release

During a conversation, you can lift the receiver without terminating the call.

1.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker



during a conversation | activate loudspeaker (long press)

adjust volume (7 levels) | deactivate loudspeaker (long press)

press and release the loudspeaker key to switch to hands free mode (light steady).

1.5 Calling your correspondent by name (company directory)

long press or press twice | first letters of your correspondent's name | select the name from the displayed list

You enter your contact's name in predictive text mode. In this mode, enter each letter of the name by pressing only once on the key with this letter.

1.6 Make a call using the personal phone book

press and release | press the programmed key directly (0 to 9) | select the contact to call | start the call

1.7 Filtering calls using the voice mailbox (Alcatel 4018 only)

This service lets you filter incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him.

- **Activating call screening:**

'voice mailbox screening' programmed key | enter your personal password | same key to stop listening and deactivate the screening

- **When you receive a call:**

name or number of the caller

to take the call | to stop listening only

1.8 Redialling

- Redialling the last number dialled (redial):

'Redial' key (short press)

- Call back on the last 10 number dialled:

'Redial' key (long press) | select the No. in the last ten issued | start the call

1.9 Make a call-back request to a busy number

1.10 Answering an internal call in intercom mode (Alcatel 4018 only)

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller's identity.

- **To activate - Terminal idle:**

When your caller hangs up, intercom mode remains active.

To deactivate - Terminal idle:

1.11 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.

during a conversation

to activate

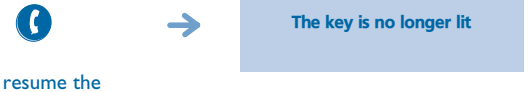
The function is automatically cancelled when you hang up.

1.12 Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:

during a conversation

disable microphone



resume the conversation

2 During a conversation

2.1 Making a second call during a conversation

during a conversation — number of second correspondent — call back the last number dialled. (short press)

- **Other methods for calling a second correspondent**

Call back on the last 10 number dialled (long press).

Calling from your personal directory (PersSpDial) (long press or press twice).

Using call by name.

Programmed line key.

- **To cancel your second call and recover the first:**

during a conversation — key for the line whose light is flashing

If you make an error, hang up: your telephone will ring and you will recover your first call.

2.2 Answering a second call during a conversation

- **A second correspondent is trying to call you:**

during a conversation — name or no. of the caller displayed for 3 seconds — light flashes

- **Answer call displayed:**

line key for which icon is flashing

- **To return to your first caller and end the conversation in progress:**

during a conversation — key associated with the **'incoming call'** icon

2.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:

light flashes

2.4 Transferring a call

- **To transfer your call to another number:**

during a conversation — no. of the 2nd terminal

- **If the number receiving the transfer answers:**

'transfer' programmed key

You can also transfer your call immediately, without waiting for the number to answer, using either of the two methods described above.

Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

2.5 Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold:

during a conversation

"Conference" programmed key

- Cancel the conference and remain with your second correspondent (your first call is placed on hold):

"Conference" programmed key

- Hang up on all correspondent:

- After the conference, to leave your two correspondents talking together:

cancel the conference

'transfer' programmed key

2.6 Placing a call on hold (hold)

- **Exclusive hold:**

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.

during a conversation

- **Recover the call on hold:**

key for the line whose light is flashing

2.7 Placing an outside call on hold (parking)

You can place an outside call on hold and recover the call on another telephone:

during a conversation

- **To recover the parked call:**

number of telephone from which call was parked

If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

2.8 Intrusion into an internal conversation

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:

'Intrude on a call' programmed key

- **Protection against intrusion:**

'protection of a call' programmed key

enter the number

Protection is cancelled when you hang up.

2.9 Store a number

During a call, to save the number onto a call key:

during a conversation

select the key to programme (0 to 9)

enter the name of your correspondent*

apply

apply

* enter the name of your correspondent :

Enter the text: the number pad keys have letters that you can display by successive presses.

Position the cursor in the entry field.

Erase last character entered.

Enter a digit (keys 0 to 9).

2.10 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:

during a conversation

adjust audio volume

3 Sharing

3.1 Receiving supervised call ringing

To receive the special ringing for calls to another number:

"Supervised call ringing" programmed key

same key to cancel

3.2 Answering the general bell

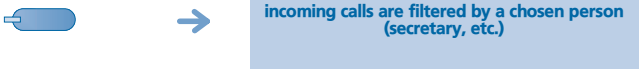
When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:

during a conversation

3.3 Manager/secretary filtering

System configuration allows "manager/secretary" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

- **From the manager's or secretary's telephone:**



"Filter" programmed key

same key to cancel

Filtering is indicated on the manager's telephone by the icon corresponding to the "filtering" programmed key.

3.4 Call pick-up

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

- **If the telephone ringing is in your own pick-up group:**

'group call pick-up' programmed key

- **If the telephone ringing is not in your pick-up group:**

number of telephone ringing

OR

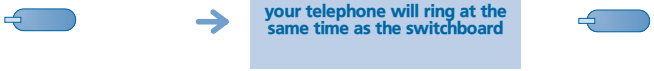
'telephone call pick-up' programmed key

number of telephone ringing

The system can be configured to prevent call pick-up on certain telephones.

3.5 Answering briefly in place of the operator

Outside calls to the operator will ring on your telephone and you can answer the call:



"Operator help" programmed key

same key to cancel

- **Calls to the switchboard:**

calls to the switchboard will ring on your telephone → **"Operator help"** programmed key

3.6 Hunting groups

- **Hunting group call:**

Certain numbers can form a hunting group and can be called by dialling the group number.

no. of group to be called

- **Temporary exit from your hunting group:/Return into your group:**

'exit group' programmed key — your group number

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

3.7 Calling an internal correspondent on his/her pager

The number called does not answer and you know that the person called has a pager:

alert → **'page'** programmed key

your correspondent does not reply

→ paging in progress is displayed

Your correspondent can answer from any telephone in the system.

3.8 Answering a call on your pager

A call on your pager can be answered from any telephone within the system.

your pager beeps → **'answer page'** programmed key — your group number

3.9 Calling a correspondent on his/her loudspeaker

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:

alert → ForcedAnsw OK

your correspondent does not reply

→ you are connected to the loudspeaker on your correspondent's phone (if he/she has the hands free function)

3.10 Sending a written message to an internal correspondent

SendTxtMsg OK

number to be called

- **Predefined message:**

select the message to be sent

enter the no. of the message to be sent (01 to 27)

apply your choice

change language of message

send message

- **Personal message:**

create a temporary personal message*

send message

*Create a temporary personal message:

Enter the text: the number pad keys have letters that you can display by successive presses.

Position the cursor in the entry field.

Erase last character entered.

Enter a digit (keys 0 to 9).

- **The 27 standard messages are shown below:**

1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back _____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the secretary	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ___ (*)
10	Please fetch your mail	24	I am in room nr __ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

3.11 Send a voice message copy

personal code

select message to copy by consecutive presses

number to be called

send message

record a comment*

add a correspondent

send message

- *** To record a comment:**

start recording the comment

recording

end of recording

replay comment

re-record a comment

send message

3.12 Sending a recorded message to a number / a distribution list

personal code

number to be called

other correspondents if necessary

start message recording

recording

end of recording;

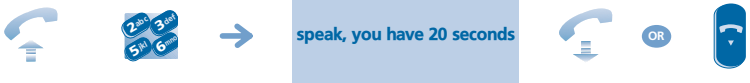
replay message

re-record a message

apply

3.13 Broadcasting a message on the loudspeakers of a station group

A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



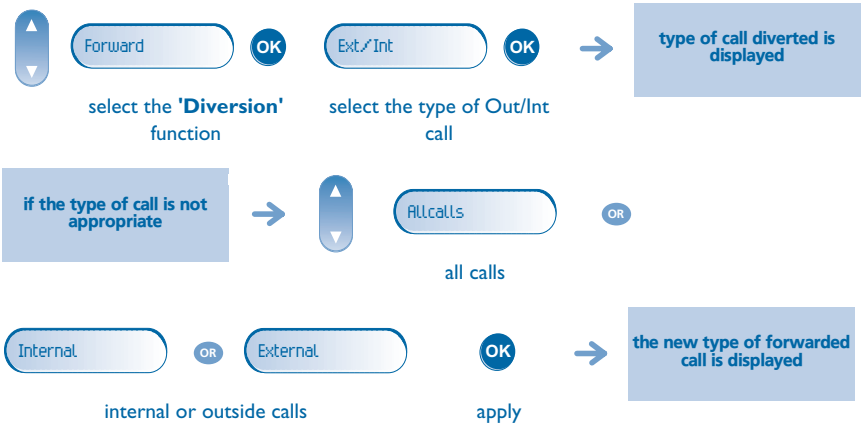
number of broadcast group

The message will only be broadcast on terminals not in use and which have a loudspeaker.

4 Keep in touch

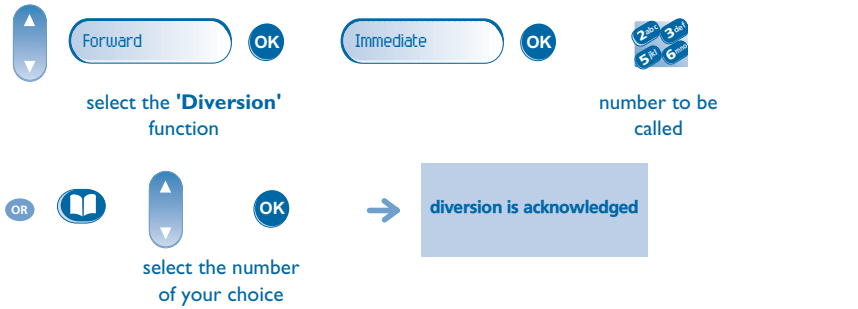
4.1 Selecting calls to be diverted

When a diversion is applied, you can select the types of call to be diverted: outside, internal, all.



4.2 Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

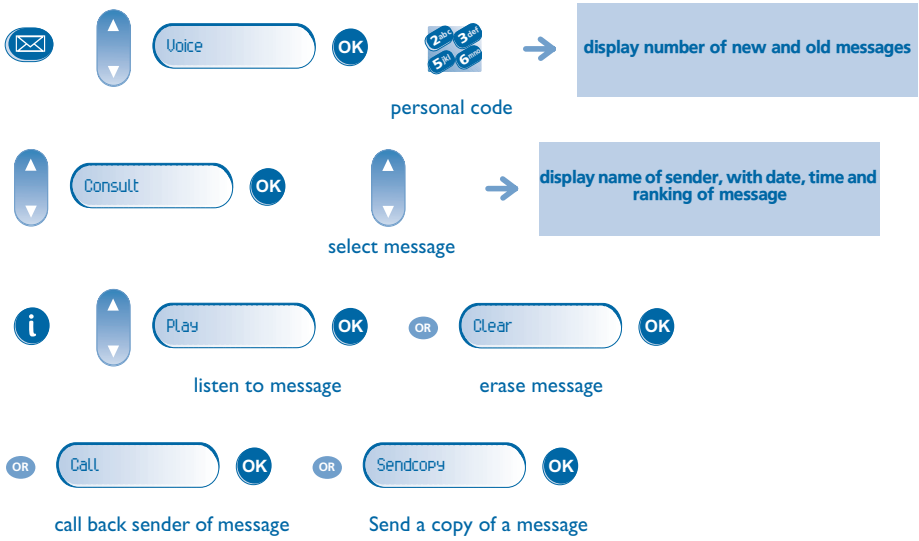


You can make calls, but only the destination number can call you.

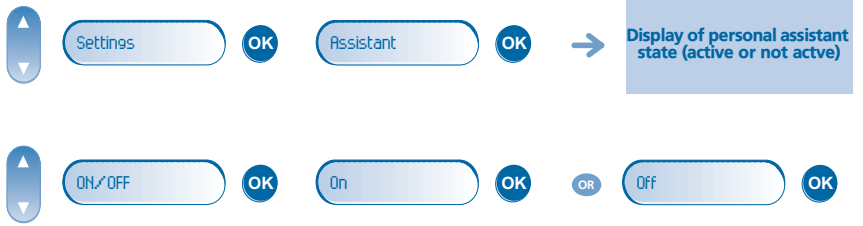
4.3 Diverting your calls to your voice message service

4.4 When you return, consult recorded messages

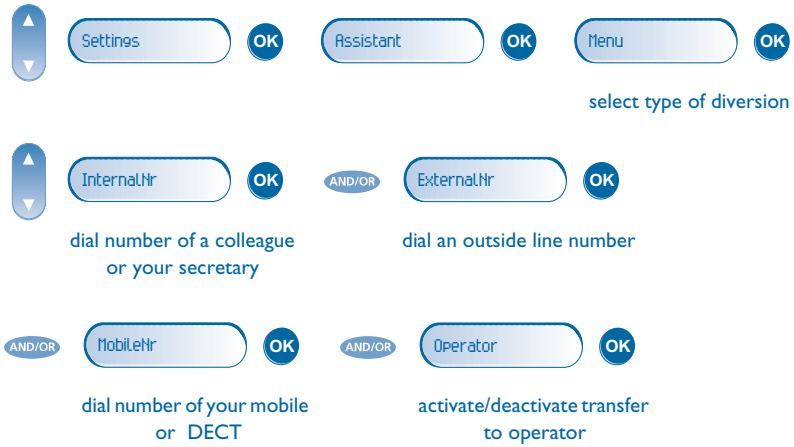
The light indicates that messages have been received.



4.5 Activate/disable the personal assistant

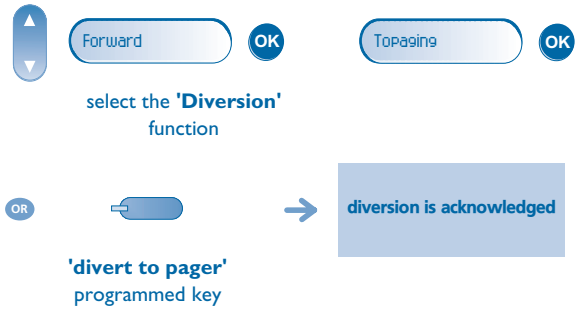


4.6 Personal assistant: reaching you with one number only



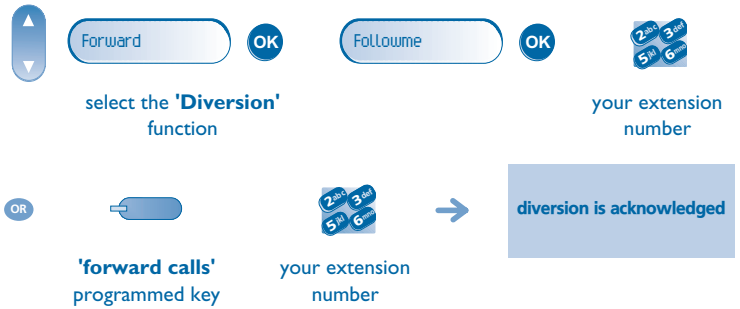
4.7 Diverting calls to your pager

Callers will thus be able to contact you while you are moving around the company:



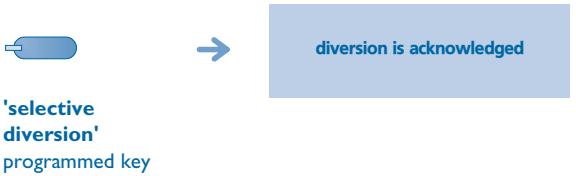
4.8 Forwarding your calls from the receiving terminal ("Follow me")

You wish to receive your calls in your present location:
Use the "Follow me" function.



4.9 Applying a selective diversion

You can selectively divert calls, according to the caller's identity:



4.10 Diverting all group calls

You can divert all your group calls to another internal number:

4.11 Cancelling all diversions

press the 'call forward' function key

select the **'Diversion'** function

4.12 Diverting calls when your line is busy (divert if busy)

Callers can be diverted to another telephone if you are already on the line.

select the **'Diversion'** function

number receiving diversion

→ **diversion is acknowledged**

4.13 Do not disturb

You can make your terminal temporarily unavailable for all calls.

select the **'Diversion'** function

Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

4.14 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.

select the **'Diversion'** function

- **Predefined message:**

select the message to be sent

enter the no. of the message to be sent (01 to 27)

apply your choice

change language of message

send message

- **Personal message:**

create a temporary personal message*

send message

*Create a temporary personal message:

Enter the text: the number pad keys have letters that you can display by successive presses.

Position the cursor in the entry field.

Erase last character entered.

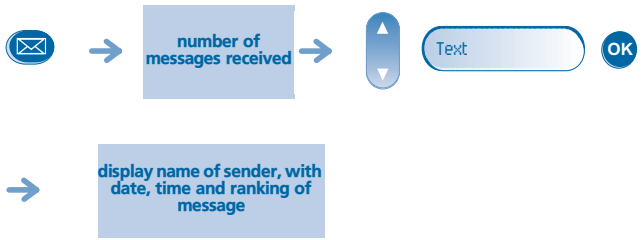
Enter a digit (keys 0 to 9).

The 27 standard messages are shown below:

1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back _____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the secretary	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ___ (*)
10	Please fetch your mail	24	I am in room nr __ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

4.15 Consulting written messages

The light indicates that messages have been received.



During the display of the information:

OK — Call back the message sender (the message is erased automatically after the call).

Next message.

Previous message.

During consultation of a message, pressing the 'i' key provides access to the following functions (ⓘ):

Clear — Erase message.

Call — Call back sender of message.

Sendmessage — Sending a written message to an internal correspondent.

Savetorep — Save the sender's number in your directory.

Terminate consultation.

4.16 Message notification

A message is left in your mailbox but you are not at your desk. You can configure your telephone so that you receive notification of the message on another telephone.

Settings OK → Notification OK

Activate/deactivate message notification:

ON/OFF OK → On OR Off OK

Enter the number of the set where the notification is to be received:

Number OK → enter the number → OK apply

Change the time slot:
The time slot during which notification is activated can be changed.

Schedule OK → change times → OK apply

5 Managing your charges

5.1 Charging your calls directly to business accounts

You can charge the cost of your outside calls to business account numbers.

"Business account code" programmed key

enter the number of the terminal to receive the message

password for this internal telephone

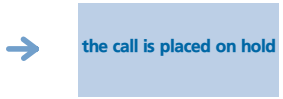
enter number for correspondent

- **Adding or changing a business code during a call:**

"Business account code during call" programmed key

5.2 Finding out the cost of an outside call made for an internal user from your terminal

programmed key **'Meter Total Recall'**



outside number called

transfer call to your correspondent on hold

- **At the end of the call, you are called back and you can:**

1. Read information concerning call (cost, duration, number of units...).

2. Print a charge ticket.

3. Terminate consultation.

6 Programming your telephone

6.1 Initializing your voice mailbox

light flashes → enter your personal code then record your name according to voice guide instructions

Your personal code is used to access your voice mailbox and to lock your telephone.

6.2 Customising your voice greeting

You can replace the greeting message by a personal message

Settings OK → Mailbox OK → Persmessage OK

→ recording

recording

During consultation of a message, pressing the 'i' key provides access to the following functions: (i)

Stop	To stop the recording.
Pause	To pause recording.
Record	To record the message again.

6.3 Modifying your personal code

Your personal code is used to access your voice mailbox and to lock your telephone.

Settings OK → My options OK → Password OK

old code (4 digits)	new code (4 digits)	display requests confirmation of new password

As long as your voice mailbox has not been initialized, personal code is 1515.

6.4 Configuring the telephone ringer

Settings OK → My phone OK → Ringing OK

Choose the tune:

Melody OK → select the melody of your choice (16 tunes) → apply your choice

Adjusting the ringer volume:

Volume OK → select the volume of your choice (12 levels) → apply your choice

Activate/disable meeting mode (progressive ringing):

to activate | to deactivate | apply your choice

Activate/deactivate discreet ring mode:

to activate | to deactivate | apply your choice

Adjust ringer volume while a call arrives:

your telephone rings | adjusting the ringer volume

6.5 Adjusting screen brightness

adjusting screen brightness

6.6 Selecting language

Select the language of your choice | apply your choice

6.7 Make a call using the personal phone book

press and release | enter the name* | enter the number

* Enter the name :

Enter the text: the number pad keys have letters that you can display by successive presses.

Position the cursor in the entry field.

Erase last character entered.

Enter a digit (keys 0 to 9).

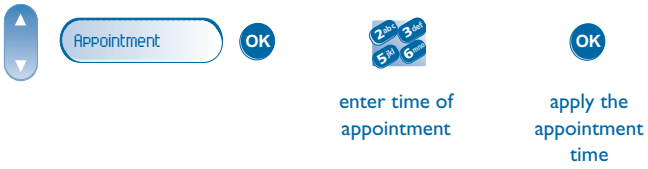
6.8 Programming direct call keys

one direct call key to programme | Enter the number

6.9 Programming an appointment reminder

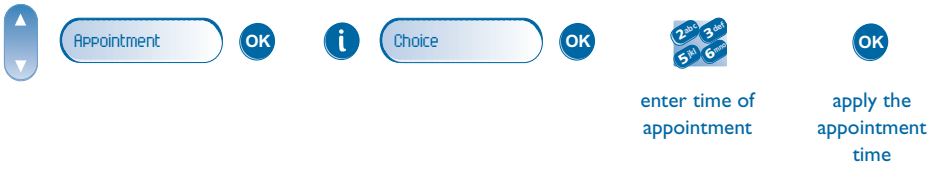
You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

- **Program a temporary reminder call:**



enter time of appointment — apply the appointment time

- **Program a permanent reminder call:**



enter time of appointment — apply the appointment time

- **At the programmed time, your telephone rings:**

If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.

If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

- **To cancel your temporary reminder call request:**

move to the end of the line — enter the reminder time

- **To cancel your permanent reminder call request:**

move to the end of the line — enter the reminder time

6.10 Identify the terminal you are on

press twice

6.11 Broadcasting background music on your loudspeaker

You can broadcast background music on the loudspeaker of your telephone (depending on configuration):

(long press)

same key to cancel (long press)

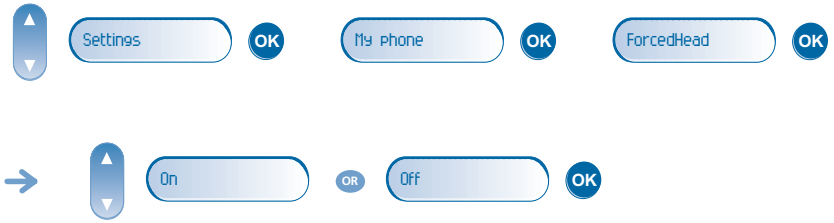
The music stops when a call is made or received and starts again when you hang up.

6.12 Lock / unlock your telephone

enter your personal password

6.13 Activating/deactivating 'forced headset' mode

'Forced headset' mode must be activated as soon as a headset is installed instead of the receiver;.



activating/deactivating **'forced headset'** mode

Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.
The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.
Earpiece may retain magnetic objects.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance
EC: We, Alcatel Business Systems, hereby declare that we assume the Alcatel 4018 or 4019 product to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

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